

POLICY CO 1.2 CULTURAL COMPETENCY

- A. PURPOSE: To improve access of quality behavioral health services to diverse populations by promoting, developing, and maintaining a culturally and linguistically competent behavioral health system for all individuals.
- B. SCOPE: ADHS/DBHS and T/RBHAs. As applicable, T/RBHAs must ensure that all subcontracted providers adhere to the requirements of this policy.
- C. POLICY: ADHS/DBHS and T/RBHAs shall implement an annual cultural competency plan and promote the development of cultural and linguistic competency within the behavioral health system.
- D. REFERENCES: 42 CFR 438.206 (c) (2)
AHCCCS/ADHS Contract
ADHS/T/RBHA Contract
ADHS/DBHS Cultural Competency Plan

E. DEFINITIONS:

1. Cultural Competence:

A set of congruent behaviors, attitudes and policies that come together in a system, agency, or among professionals which enables that system, agency or those professionals to work effectively in cross-cultural situations.

2. Linguistic Competence:

The capacity of an organization and its personnel to effectively communicate with persons of limited English proficiency, those who are illiterate or have low literacy skills, and individuals with disabilities. This may include, but is not limited to, bilingual/bicultural staff and other organizational capacity such as telecommunication systems, sign or foreign language interpretation services, alternative formats, and translation of legally binding documents (e.g. consent forms, confidentiality and patient rights statements, release of information, member handbooks and health education materials).

3. Culturally Competent Agencies and Individuals:

Culturally competent agencies and individuals are characterized by their understanding

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of and respect for the differences between and among diverse groups (i.e., acknowledging and incorporating acceptance of customs, values and beliefs of different groups); continuing self-assessment regarding culture; careful attention to the dynamics of difference; continuous expansion of cultural knowledge and available resources; and appropriate adaptations of service models to better meet the needs of diverse populations. Culturally competent agencies strive to hire culturally competent employees and individuals; seek advice and consultation from diverse communities; and actively assess their capability of providing responsive services to diverse clients. Culturally competent agencies are committed to strategies and practices that enhance services to diverse individuals, families, and communities.

F. PROCEDURES:

1. ADHS/DBHS and each T/RBHA shall develop and establish a cultural competency development and implementation plan for its service area(s) and review and update the plan annually.
2. During routine monitoring, but not less than annually, the T/RBHA shall review the T/RBHA Cultural Competency Plan to ensure compliance with ADHS/DBHS' Cultural Competency Plan.
3. The ADHS/DBHS and T/RBHA Cultural Competency Plans, at a minimum, shall address the following:
 - a. Identification of diverse population groups in the service area;
 - b. Determining and addressing any disparity in access and utilization of services;
 - c. Outreach strategies to diverse communities;
 - d. Recruitment and retention strategies to attract and develop culturally competent staff;
 - e. Obtaining input and consultation from diverse groups in its service area, (e.g., advisory committees, focus groups, key minority informants, directed surveys, solicitation of comment via media advertisements);
 - f. Collaboratively working with local diverse groups to review service delivery to individuals, families, and communities;

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- g. Receiving consultation on planning, providing, evaluating and improving services to diverse individuals, families, and communities;
 - h. Regular quality monitoring program with indicators that evaluate both the quality and outcomes of services with respect to culturally diverse populations;
 - i. Use multi-faceted approaches to assess satisfaction of diverse individuals, families and communities;
 - j. Monitoring service delivery to diverse individuals;
 - k. Ensuring identification of minority responses in the tabulation of client satisfaction surveys;
 - l. Ensuring cultural competency training is required and obtained by all staff at all levels of the organization(s) providing behavioral health services;
 - m. Ensuring that persons' and families' cultural preferences are assessed and included in the development of treatment plans; and
 - n. Other information, goals and strategies ADHS/DBHS or the T/RBHA may consider relevant.
- 4. Each T/RBHA and subcontracted provider shall annually assess its performance in developing, implementing, and maintaining cultural competency throughout the provider network.
 - 5. Each T/RBHA and subcontracted provider offers cultural competency orientation (e.g., pamphlets, videotape, film, focus groups, manual review, and lecture) to each of its employees within a reasonable timeframe from the date of hire and ensures follow-up training to all staff.
 - 6. The orientation, training and continuing education activities of each T/RBHA reflect specific and/or integrated components that address relevant aspects of the development and implementation of cultural competence.
 - 7. Each T/RBHA and subcontracted provider shall periodically analyze available data to evaluate the impact of the service delivery system in minimizing disparity among all service recipients.

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8. Each T/RBHA and subcontracted provider shall periodically evaluate the cultural and linguistic needs of the population served and ensure service capacity to meet those needs.
 9. Each T/RBHA, in coordination with ADHS/DBHS, shall annually evaluate the impact of activities undertaken towards developing a culturally competent service delivery system.
 10. Any modifications to the ADHS/DBHS Cultural Competency Plan, as part of the annual assessment of the effectiveness of the plan, shall be reported to AHCCCS no later than 45 days after the start of each contract year.

G. APPROVED BY:

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